
Annual Report - Information Technology Accomplishments & Challenges

Strategic Advisory Council Briefing

April 04, 2007

Presented by:

Office of Information Resource Management

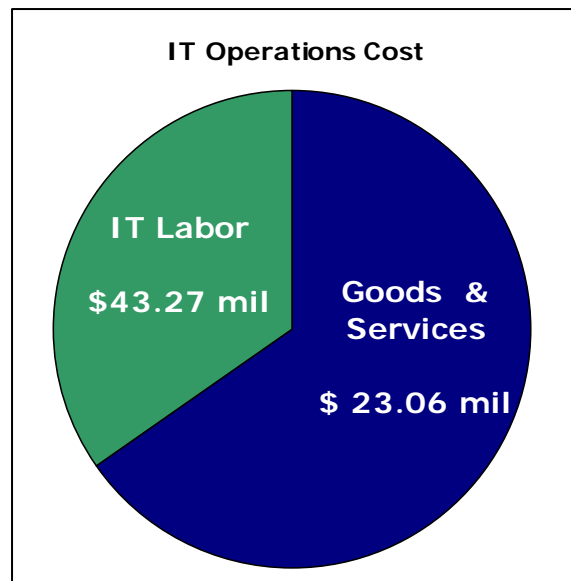
Briefing Expectations

- Report on 2006 Accomplishments
- Future Challenges - discussion and advice

King County IT Portfolio

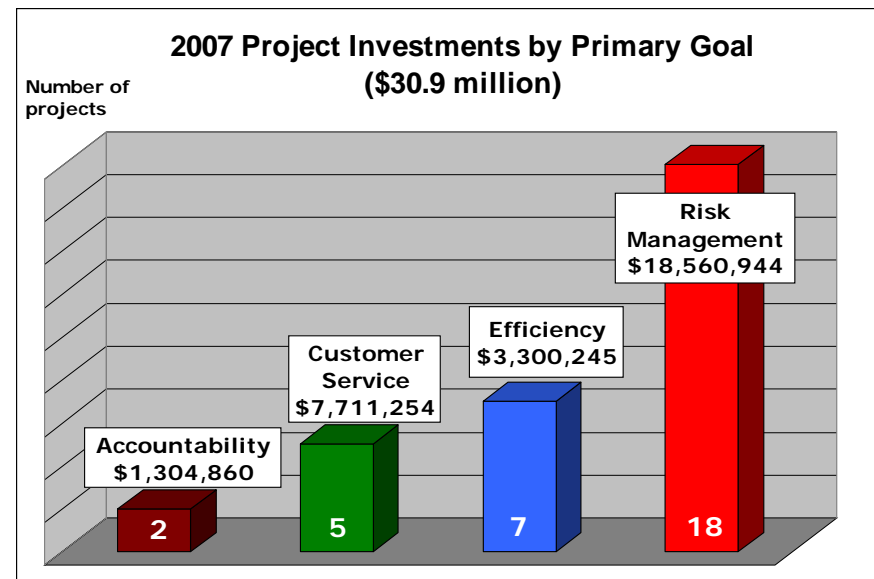
Operations: \$66.3 mil/year*

- 507 Full Time Employees
- 11,656 Workstations
- 832 Servers



Total 102 IT projects: \$199 mil

- Including 2007 investments:
 - Equipment Replacement: \$5.3 mil
 - IT Projects: \$30.9 mil



* Source: Total Operating Cost of Technology, 2004

2006 Accomplishments

- Strategic Initiatives
- Policies, Standards & Guidelines
- Infrastructure and Operations
- Executive Branch IT Reorganization
- Awards

Strategic Initiatives

Strategic Initiatives: 2006 Accomplishments - Highlights	
Business Continuity	<ul style="list-style-type: none">■ Executable Implementation Plan■ Interoperable Communications Pilot
Communications Infrastructure	<ul style="list-style-type: none">■ Network Strategic Plan■ Wireless King County Public Access Network
Document & Records Management	<ul style="list-style-type: none">■ Electronic Archives Assessment
Enterprise Applications	<ul style="list-style-type: none">■ ABT Governance■ Plan for Web Content Management
Information Security & Privacy	<ul style="list-style-type: none">■ Security Tools, other → more detail follows
Law, Safety & Justice Integration	<ul style="list-style-type: none">■ Booking & Referral, other → more detail follows
Performance Measurement	<ul style="list-style-type: none">■ Completed → more detail follows
Project Management (PM)	<ul style="list-style-type: none">■ IT PM Methodology & Benefit Realization

Information Security and Privacy

- Implemented desktop security tools
- Remediated all known security vulnerabilities
- Installed digital certificates for staff handling sensitive information
- Annual Security Compliance report (Handout in Packet)
- Annual Incident report (Handout in Packet)
- Conducted User and Technical Training
- Established priority Policies, Standards and Guidelines

Law, Safety and Justice Integration

- Implemented Booking and Referral Filing Project
 - Supports the automated exchange of data during the arrest, booking, and case referral process between law enforcement (King County Sheriff and municipal police) and both the King County Jail and Prosecuting Attorney's Office
- Completed development for Consolidated Criminal History Project
 - Consolidates official law enforcement criminal history, official criminal court case dispositions, and King County jail booking data into a single query
 - Consolidated Criminal History data can be downloaded to laptops in all King County Sheriff's patrol cruisers and most municipal police cars
- Leading effort in Washington State to create a digital signature capability for criminal justice practitioners

IT Performance Measurement

- Implemented for central IT in October 2006
- Performance Measurement Brochure (Handout in Packet)
- Monthly & Quarterly Performance Reports (Handout in Packet)
- Aligned with Executive branch performance measurement program – Kingstat
- Identified targeted costs savings for efficiency projects and reported in 2007 Technology Business Plan (Handout in Packet)
- Completed the project and transitioned to operations

Policies, Standards & Guidelines

Network

- Network Infrastructure Policy
- Standards
 - Network Equipment
 - Internal Network Protocol
 - Naming and Numbering
 - Physical Infrastructure
 - Network Configuration
 - Wireless Local Area Network

Security and Privacy

- Vulnerability Assessment & Management Policy
- Patch Management Standard
- Guidelines
 - Vulnerability Management & Mitigation
 - Cyber Incident Response Plan
- Privacy Notice - Chinese Translated
- Privacy Notice - Spanish Translated

Project Management

- IT Project Management Methodology
- IT Project Manager Assignment Guideline

Benefit Realization Framework

- Cost Savings Opportunities from IT Efficiency Projects
- **Agency Technology Plan Guidelines**

Infrastructure and Operations

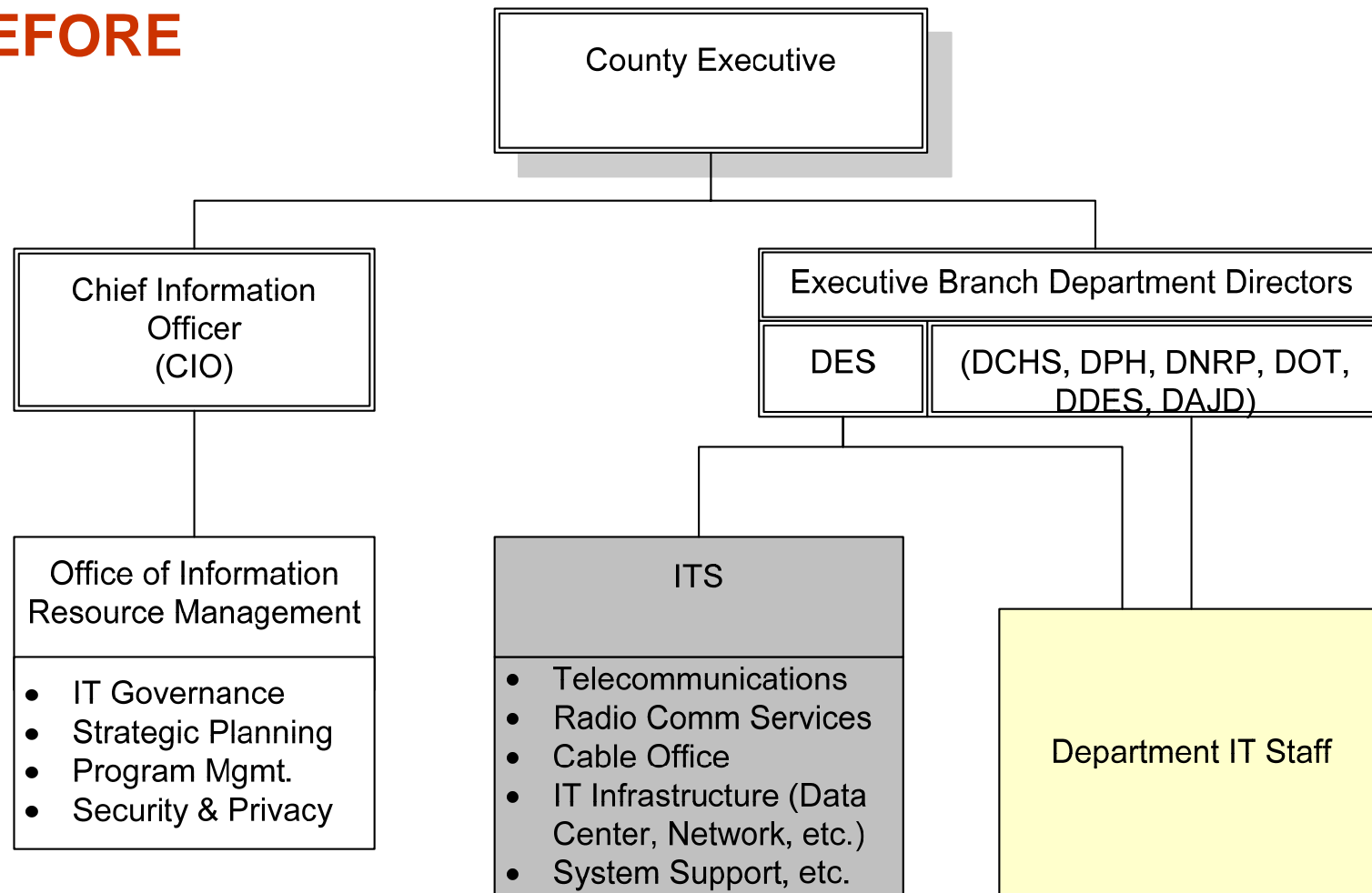
- Migration to Exchange 2003
- Planning for Spam filtering improvements
- Deployment of security tools
- Planning for data center move
- Planning for new county office building IT infrastructure
- Planning and pilot for Voice over Internet Protocol (IP)
- Ongoing staff training

IT Reorganization

- Legislative Approval July, 2006
 - Vision and Goals,
 - Quantifiable Business Case and
 - Executive Recommendation for Implementing a Reorganization of Information Technology Functions Countywide
- Initiated Executive Branch Reorganization
 - Merged OIRM and ITS
 - Started Hiring IT Service Delivery Managers
 - Planning for:
 - Enterprise Architecture and Transition
 - Server Consolidation
 - Workstation Standardization
 - Service Center Buildout

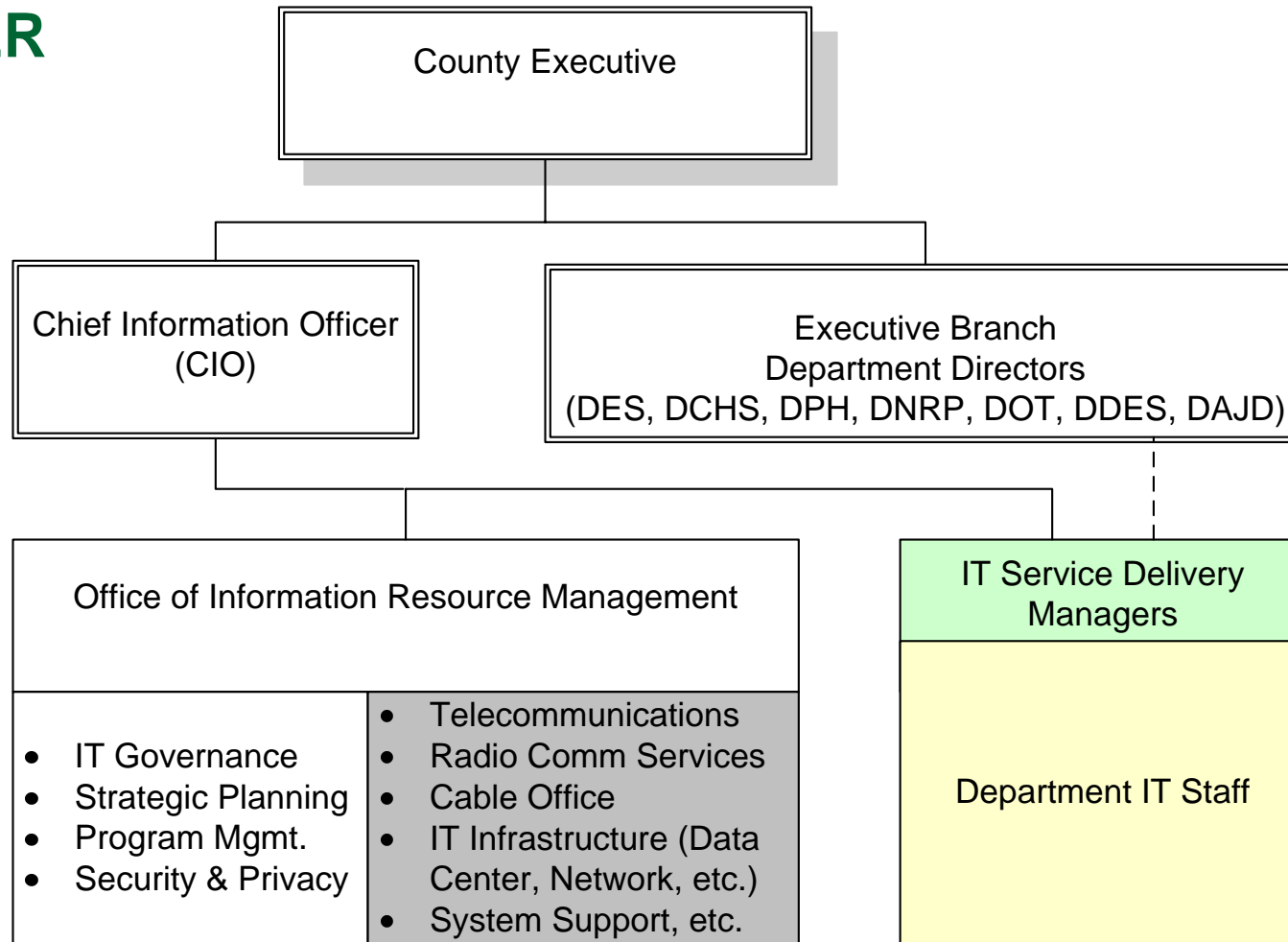
Executive Branch IT Reorganization

BEFORE



Executive Branch IT Reorganization

AFTER



Awards

- **Governing Magazine's Public Official of the Year Award:** King County Executive Ron Sims
- **CIO Magazine Top 100 Innovators:** KC CIO David Martinez
- **Digital Government Achievement Award:** DNRP Northwest Native Plant Landscaping Guide web application
- **Digital Education Achievement Award:** DNRP Groundwater Protection animation
- **Digital Governance Award:** KC website rated second in the nation among metropolitan regions
- **Justice Achievement Award:** District Court Web Interpreter Scheduling

Future Challenges

Future Challenges: 2007 and Beyond - Highlights	
Business Continuity	<ul style="list-style-type: none">■ Alternate Communications Implementation■ Alternate Data Center Activation
Communication Infrastructure	<ul style="list-style-type: none">■ Voice Over IP■ 800 MHz Radio & Microwave System Replacement
Document & Records Management	<ul style="list-style-type: none">■ Solution selection■ Countywide policies
Enterprise Applications	<ul style="list-style-type: none">■ ABT Updated Business Case & Benefit Realization■ Implement Web Content Management
Information Security & Privacy	<ul style="list-style-type: none">■ Improved security for allowing access to KC network
Law, Safety and Justice	<ul style="list-style-type: none">■ Updated Business Case■ Benefit Realization Reporting
IT Reorganization	<ul style="list-style-type: none">■ Organizational Transformation■ Alternative Desktop Policy and Implementation■ Benefit Assessment within Executive Branch

Discussion

- Participants' comments and advice